

## Moving FAQ

### Q. When should I get an estimate?

A. We suggest that you call 45 to 60 days prior to your anticipated moving dates. This is especially important if you plan to move during the busy months of June, July or August or during the last week of any month. When you call, we will arrange for an in-home inspection, which will help us estimate the cost of your move.

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### Q. How is the cost determined?

A. The cost is determined by factoring the weight of your household goods, the distance of the move and any additional services needed or requested.

### Q. Do I need to be home during the move?

A. We strongly suggest that you be available during all stages of your move. It is important for you to be nearby to answer any questions the driver and crew may have. Most importantly, you must be present during the loading and unloading process to assist with the inventory process. You will be asked to review and sign the inventory agreeing with all conditions noted, and participate in checking off the items listed on the inventory as they are unloaded.

### Q. Will I get a list of my household items prior to moving?

A. Yes. The inventory sheet is a very important document, so take the time to read it over carefully. Make sure that everything is listed and that you understand and agree with any notations concerning the pre-existing condition of your belongings.

### Q. How should I move my valuables and firearms?

A. Valuables such as securities, furs, jewelry, currency, legal papers and valuable collections should not go into the moving van. Take them with you or make arrangements for them to be moved via a traceable, insurable carrier. Irreplaceable items that have little insurable value, such as baby pictures or your grandfather's pocket watch, should travel with you. Items of an extraordinary value and/or firearms must be packed by Silicon Valley Moving & Storage for control, receipt and liability. Firearms and items of extraordinary value (items with a value of \$100 per pound or more or a single item or matching set of items with a value of \$2,000 or more) must be listed on a Declaration of Items of Extraordinary Value & Firearms form. In accordance with federal regulations, failure to disclose such articles will result in limited carrier liability. All firearms must be listed on the form, including all Make(s), Model(s) and Serial Number(s).

### Q. Can Silicon Valley Moving & Storage move my automobile too?

A. Your vehicle can be moved either on the trailer with your household goods or on a third party car carrier. If your household goods and vehicle(s) are moved separately, we will schedule deliveries so that both arrive during the same delivery spread.

### Q. Will Silicon Valley Moving & Storage move my plants?

A. As a general rule, movers do not move plants. Most plants are too delicate to survive in a moving van. Shifts in temperature and lack of water often prove fatal.

### Q. How can I move my pets?

A. Silicon Valley Moving & Storage can refer you to several professional pet carriers who are qualified to move your pets. Please give us a call if you need this information.

### Q. Do I need to service my appliances?

A. Appliances such as plumbing lines to refrigerators and washing machines and gas lines to dryers must be serviced prior to your load date. Your refrigerator must be emptied and cleaned with the doors left open to air prior to loading. If you need assistance acquiring these services, please let us know. We maintain relationships with professional service providers throughout the country to assist our customers with obtaining third-party services.

### Q. Are there any items that Silicon Valley Moving & Storage will not move?

A. It is against the law to transport combustible or flammable materials. Please safely dispose of all combustible materials including but not limited to, cleaning solvents, corrosives, fireworks or flares, gasoline, kerosene, motor fuel, lamp oil, oil-based paints, thinners and varnishes, lighter fluid, fire extinguishers, nail polish remover, bleach, sterno, aerosol cans, propane containers and cylinders, matches and old batteries.

### Q. If my new home isn't ready, can I store my household goods?

A. Silicon Valley Moving & Storage offers storage services throughout the United States, Canada and abroad. Inquire with Silicon Valley Moving & Storage's customer service contacts on where the closest storage facility is located.

### Q. What will Silicon Valley Moving & Storage unpack if I choose to purchase unpacking services?

A. Silicon Valley Moving & Storage will remove your household goods from the cartons and place them on a flat surface. For example, our

representative will unpack your china, place it on a flat surface, and take away the packing paper and carton. It will be your responsibility to place the china in its final storage space.

**Q. Will Silicon Valley Moving & Storage move my perishable food items?**

A. Silicon Valley Moving & Storage will be unable to move your perishable food items. Please plan on using your food items prior to loading.

**Q. When should I have my utilities turned off?**

A. Arrange to have your phone, heat, and electric turned off at the end of your moving day. We suggest that you shut off your cable service and return all equipment prior to loading day.

**Q. Are my belongings covered against loss and damage?**

A. Your belongings will be covered against loss and damage in accordance with your selection of transit protection prior to loading. You will be asked to enter a released value on the controlling document called the Bill of Lading. You will choose the appropriate maximum valuation amount, along with any deductible you may choose. To avoid additional charges, you must agree that if articles are lost or damaged, Silicon Valley Moving & Storage's liability will not exceed \$0.60 per pound for the actual weight of any lost or damaged articles.

**Q. What is Silicon Valley Moving & Storage's maximum liability?**

A. Silicon Valley Moving & Storage's maximum liability shall be one of the following:

- The lump sum value you declare, which may not be less than \$5,000 or \$5.00 per pound multiplied by the actual weight of your belongings, whichever is greater;
- The actual loss or damage not exceeding \$0.60 per pound of the weight of any lost or damaged articles if you release the shipment to us, in writing, with liability limited to \$0.60 per pound per article; or
- The actual (depreciated) value of the lost or damaged articles if we fail to obtain your valuation declaration and signature on the Bill of Lading.